Snapshots

Publicising our enquiry and complaint hotline on information panels in MTR trains

Roving exhibition at a shopping arcade in housing estate, featuring a quiz and film clip

Banner promoting our roving exhibition

Posters displaying in public places, apart from distribution through Government departments

Snapshots

Justices of the Peace (JPs) under our JPs Assistance Scheme visiting the Hong Kong Central Library

Officers of the Hong Kong Observatory sharing their experience with JPs

Our officer explaining our work and jurisdiction to senior citizens visiting our Resource Centre

Students visiting our Office on our regular invitation programme

Snapshots

Ms. Alice Tai,
The Ombudsman,
speaking at the Complaint
Management Workshop

Dr. Chung-kwong Wong,
our Medical Adviser (right),
demonstrating with live
snake to participants of the
Workshop on how to deal
with stressful situations

Over 300 representatives
from Government and
public organisations at
our Workshop

Mr. Albert Cheng, Current Affairs Commentator (middle), and Mr. Tony Ma, Assistant Ombudsman (right), facilitating a group discussion on complaint cases at our Workshop

Representatives of Hong Kong Mediation Council explaining the role of mediation in resolving disputes

Snapshots

Ms. Alice Tai,
The Ombudsman,
with winners of
The Ombudsman Awards

Ms. Alice Tai,
The Ombudsman, with the
three winners of the 2003
Ombudsman Awards:
Transport Department,
Food and Environmental
Hygiene Department and
Post Office

Snapshots

Media members at our press conference

Lighter note at press conference, The Ombudsman: "Little black pig is our black mark for organisations performing poorly and our icon for staff relief from stress..."

Ms. Alice Tai, The Ombudsman, in a TV interview sharing her experience

Ms. Alice Tai, The Ombudsman, hosting a tea reception to brief media members on our past performance and future plans

Snapshots

Ms. Alice Tai,
The Ombudsman, with
members of the
International Ombudsman
Institute at a regional
conference

Ms. Alice Tai,
The Ombudsman, with
the Directors at a
tourist attraction in
Macau after the
Asian Ombudsman
Association Board of
Directors' meeting

Snapshots

Ms. Alice Tai,
The Ombudsman, leading a delegation to Beijing and meeting with Mr. Huang Shuxian, Vice-Minister of Supervision, Ministry of Supervision, to exchange experience

Ms. Alice Tai, The Ombudsman, and Mr. Cheong U, Commissioner, the Commission Against Corruption for Macau (right) in Shenzhen meeting Mr. Sun Wenjian, Deputy Director of the Foreign Affairs Department, Ministry of Supervision (left), for exchange of views

Snapshots

Ms. Alice Tai,
The Ombudsman,
receiving Mr. Li Shishi,
Deputy Director of the
Legislative Affairs Office of
the State Council,
at her office

Ms. Alice Tai,
The Ombudsman, with
a visiting delegation of the
Policy and Legal Affairs
Department under the
General Administration
of Customs

Mrs. Helen Yu,
Deputy Ombudsman
(second from right, sitting),
and Mr. Frederick Tong,
Assistant Ombudsman (first
from left, sitting), receiving
postgraduate students from
the School of Professional
and Continuing Education,
University of Hong Kong

Directors of the Asian
Ombudsman Association
visiting our Office in
October 2003